

NORTH DAKOTA LOTTERY
Policy and Retailer Request for Credit Adjustments

General Requirements: All tickets for North Dakota Lottery games are games are not cancelable. If a ticket is saleable, it is the property of the retailer. A credit will only be issued if the ticket is defective due to a telecommunications network, terminal hardware, or software error. A retailer must request a credit by submitting this form and include the original ticket (if available), a complete explanation of circumstances regarding the transaction for which credit is being requested, and the name of the retailer's contact person. A retailer must print "Last Transaction" and "History" reports and submit them with the tickets and this form. A request must be submitted within three months from the ticket issue date or the last draw date for a multiple draw ticket. Retailer requests for credit must be mailed to:

NORTH DAKOTA LOTTERY, 600 E. BLVD AVE. – DEPT. 125, BISMARCK, ND 58505-0040

If a credit is issued to a retailer, the credit will be for the amount of the sale, less the 5% retailer commission. If a ticket that is eligible for a credit is determined to have been a winning ticket, based on the lottery's review of the transaction, the credit, less the retailer commission, will not be credited to the retailer's account until the claim period for the winning ticket has expired. All credits will be handled through the weekly EFT sweep function.

Operator Errors: There will be no credit issued to the retailer for misprinted tickets due to operator error.

Common operator errors include misprinted tickets due to improper paper loading by the terminal user. The most common errors when loading paper are: failure of the terminal user to remove enough paper at the beginning of a new roll of ticket stock to remove the sticky tape residue on the new roll; running out of paper during a lottery transaction; or not insuring that the blue tabs on the upper portion of the ticket stock feeder are in the "up" and "locked" position after re-loading ticket stock. Indicators of these types of ticket stock loading errors are: tickets that only print on one side of the ticket; ticket print that is small or compressed together; barcodes that are cut off or cut short at the bottom of the ticket; and ticket stock that bunches up in the paper feeder due to tape residue causing the information on the ticket to print on top of each other.

Other types of operator errors are: the player filling out a play slip incorrectly; the failure of the terminal user to review the validation screen prior to printing a ticket; or having a dirty scanner causing play slips to print incorrect play information on a ticket. These tickets are valid and the retailer should try to sell them to players. Non-machine error tickets that are not sold are owned by the retailer and any prizes related to those tickets belong to the retailer.

Retailer Identification

License Number: 1 0 0
Address: _____
Phone Number: _____
Credit Request Amount \$ _____

Business Name: _____
City, State, Zip: _____
Contact Person: _____

1. Incident Information:

Date Occurred: _____ Operator: _____ Time: _____ : _____ AM / PM
Time operator called Sci Games @ 1-866-719-2699 Time: _____ : _____ AM / PM
Retailer statement explaining this incident: _____

2. Incident Information:

Date Occurred: _____ Operator: _____ Time: _____ : _____ AM / PM
Time operator called Sci Games @ 1-866-719-2699 Time: _____ : _____ AM / PM
Retailer statement explaining this incident: _____

Attach the Original Ticket, "Last Transaction", and "History" reports to this form.